

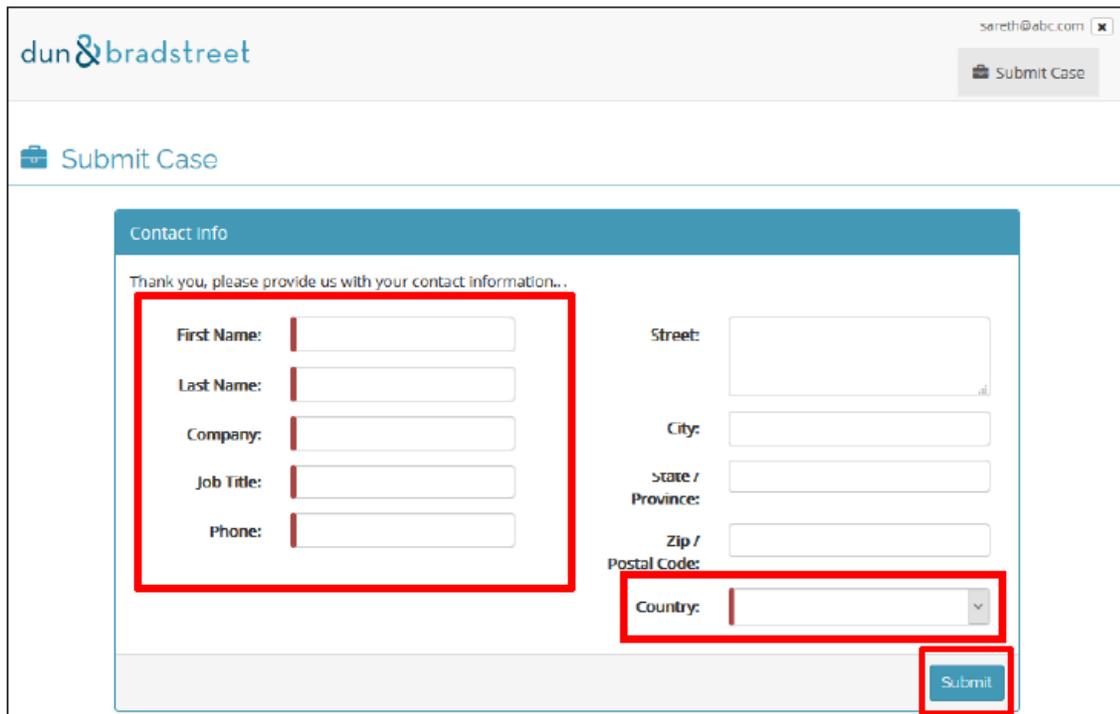
## Dun & Bradstreet (D&B) Support User Guide for Kroger Suppliers:

- Registering with Dun & Bradstreet Support
- Requesting a Dun & Bradstreet DUNS # for your company
- Updating your Company's information
- *Note: Please go to page 6 for guidance on DUNS error messages in Supplier Hub*

### Accessing the Dun & Bradstreet Support Portal

Suppliers will contact Support via the web portal, <https://support.dnb.com/?CUST=Kroger> for requesting a Dun & Bradstreet DUNS# for your company and for updating your Company's DUNS # utilizing the below information

1. In your browser type in URL <https://support.dnb.com/?CUST=Kroger>
2. Sign in with your email address. **NOTE**, all communication will be sent to this address.
  - a. If you have not logged in previously you will be asked to provide the following. Please note, the field in red are required:
  - b. If you have previously logged into the site, the portal will recognize your address



The screenshot shows the 'Submit Case' form on the Dun & Bradstreet support portal. The form is titled 'Contact info' and contains a message: 'Thank you, please provide us with your contact information...'. The form fields are: First Name, Last Name, Company, Job Title, Phone, Street, City, State / Province, Zip / Postal Code, and Country. A red box highlights the First Name, Last Name, Company, Job Title, and Phone fields. Another red box highlights the Country dropdown menu. A red box highlights the Submit button at the bottom right of the form.

## Supplier Solutions: Dun & Bradstreet Assistance



### How to login:

In your browser type in URL <https://support.dnb.com/?CUST=Kroger>

Enter email address and select the “Remember this email for future visits”

dun & bradstreet

Kroger ✕

Submit Case

### Welcome to D&B Support

Submit Case

Please provide your email address...

Email

Remember this email for future visits

Next

## Supplier Solutions: Dun & Bradstreet Assistance

### Requesting a Dun & Bradstreet DUNS # for your company or Updating your company's information

- I. Select "Business Investigation"

[Submit Case](#)

✔ Thank you, Kroger, we have located your contact information in our records. To clear your login or use a different email, click on the "x" next to your email address in the menu above. ✕

Please select from the categories below to proceed with submitting a Case.

 <b>User Admin</b> Password Resets, New Id's, User ID Lists, etc...	 <b>Business Investigation</b> Request for Investigation on your business or another business	 <b>Usage Reports</b> Usage Reporting, Usage Analysis, etc...	 <b>Contract / Billing</b> Billing, Contract, Address Change, etc...
 <b>Training</b> Product Training Resources	 <b>Product Technical Support</b> Outages, Error Messages, API issues, etc.	 <b>Service Notifications</b> Receive or update service-related notifications on D&B Products	 <b>Report Business Identity Theft</b> Used for reporting business identity theft or fraud related concerns

2. Click the appropriate TILE: Create New DUNS **OR** Update or Correct Existing DUNS

- a. Select "Create New DUNS" if you do not have a DUNS # and need one created
- b. Select "Update or Correct Existing DUNS" if you need something updated on your business

Select the appropriate TILE:

[Submit Case](#)

[← Back](#)

Please select the type of Business Investigation:

 <b>Create New DUNS</b> This option is for single DUNS requests only.	 <b>Update or Correct Existing DUNS</b> This option is for single DUNS requests only.	 <b>Bulk Request</b>
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## Supplier Solutions: Dun & Bradstreet Assistance

3. You will see the below web form when creating a new DUNS # for your business:

[Submit Case](#)

[← Back](#)

Please provide the following information necessary to create a new DUNS number:

Subject Company	<input type="text"/>
DBA	<input type="text"/>
Subject Phone	<input type="text"/>
Physical Address	<input type="text"/>
Physical Address 2	<input type="text"/>
Physical City	<input type="text"/>
Physical State/Province	<input type="text" value="--None--"/>
	<small>Subjects outside of the United States, please select N/A.</small>
Physical Zip/Postal Code	<input type="text"/>
Country	<input type="text" value="United States"/>
Officer Name	<input type="text"/>
Officer Title	<input type="text" value="--None--"/>
SIC Code	<input type="text"/>
Description	<input type="text"/>
	<small>Please provide any additional information you have available, along with any relevant attachments (ex. screenshots, etc...).</small>
Attachments	<input type="button" value="Choose File"/> No file chosen
	<small>Attach up to 5 files (max size: 10 MB each; 25 MB for all attachments). Recommend zipping files if more than 5 attachments are required.</small>

- Best demonstrated practice is to provide as much information as possible. Attachments and screen shots are suggested as they can help in the completion of your request.
- Fill in all the required fields that are in red.
- When completed, click on the submit case button
- Once you submit a case, you will receive an auto notification that provides you with the case number and a link back to the Support portal. Under Case Status Reports you will find all cases that were submitted.

## Supplier Solutions: Dun & Bradstreet Assistance

4. To update or correct DUNS information you will see the below webform:

Choose the Investigation Type by clicking on the drop down and select the information you'd like to update, i.e., "Address."

### Submit Case

[← Back](#)

Please provide the following details for the investigation:

Investigation Type	Entire Report	▼
Subject DUNS	<input type="text"/>	
Subject Company	<input type="text"/>	
Subject Phone	<input type="text"/>	
Physical Address	<input type="text"/>	
Physical City	<input type="text"/>	
Physical State	--None-- ▼	
<small>Subjects outside of the United States, please select N/A.</small>		
Physical Zip/Postal Code	<input type="text"/>	
Country	United States ▼	
Description	<input type="text"/>	
<small>Please provide any additional information you have available, along with any relevant attachments (ex. screenshots, etc...).</small>		
Attachments	<input type="button" value="Choose File"/> No file chosen	
<small>Attach up to 5 files (max size: 10 MB each; 25 MB for all attachments). Recommend zipping files if more than 5 attachments are required.</small>		

- a. Best demonstrated practice is to provide as much information as possible. Attachments and screen shots are suggested as they can help in the completion of your request.
- b. Fill in all the required fields that are in red.
- c. When completed, click on the submit case button
- d. Once you submit a case, you will receive an auto notification that provides you with the case number and a link back to the Support portal. Under Case Status Reports you will find all cases that were submitted.



## Supplier Solutions: Dun & Bradstreet Assistance

### DUNS error issue in Supplier Hub

Use the troubleshooting guide if you receive an error in Supplier Hub that your DUNS number could not be verified.

#### Troubleshooting:

Possible Problem	Resolution Steps
Incorrect DUNS number	<ol style="list-style-type: none"><li>1. Check that the DUNS number was entered correctly and try again.</li><li>2. Use “Click Here to Locate DUNS” link in Supplier Hub to search for the correct DUNS number.</li></ol>
DUNS number is not fully active in the D&B database <b>OR</b> Relevant data is missing in the D&B database	<ol style="list-style-type: none"><li>1. Use “Click Here to Locate DUNS” link in Supplier Hub to search for the DUNS information.</li><li>2. If the information is incorrect, incomplete or missing, use the D&amp;B/Kroger support link (below) to request the data to be completed in D&amp;B’s Direct+ system*.  <i>(*This is the D&amp;B database that provides information to Kroger’s Supplier Hub.)</i></li></ol>

For further assistance please visit D&B Kroger support at <https://support.dnb.com/?CUST=Kroger>.